



# Ivan Iwannado

**Ivan Iwannado** knows what he wants to do, but like most of us he'll take a while to figure out how to do it. Learn from his mistakes



## THIS MONTH:

### IVAN LOOKS FOR DRIVERS

Ivan Iwannado's Uncle Vlad is in a real mess with his PC. He visited far too many dodgy websites and downloaded loads of strange programs and the computer more or less stopped working. Uncle Vlad got so fed up with all the pop-ups and the sluggish startup, he decided to wipe the lot and start again.

In some ways, this did help. Uncle Vlad got a nice clean hard disk, a copy of Windows that runs a lot faster, no more pop-ups and no other strange programs that appear when the computer is turned on. Unfortunately, the modem has stopped working. And so has the sound card. And the screen doesn't look quite right, either. Ivan needs to sort the problems out, but where does he start?

Not from here, ideally. When you buy a modem, sound card or graphics card, they usually come with a set of files called drivers. These tell the operating system which type of device you're adding. But most people lose the disc with the drivers on.

If you bought a PC with the devices already built in, a CD containing the drivers for your computer was probably included. But these also tend to go missing. Uncle Vlad's problems stem from the fact that Windows can't work out which type of modem, sound card and so on is in the PC.

#### So what should Uncle Vlad have done?

If he can't find his driver discs, he should have made a copy of the drivers on his system before formatting the hard disk. Windows ought to store drivers in the folder C:\Windows\System32\Drivers.

You can confirm this on your system by opening a Command Prompt from the Start menu, Accessories and typing the following:

```
driverquery /v /fo csv > C:\mydrivers.csv
```

Open this file in Excel and look at the column called Path. If every line says C:\WINDOWS\system32\DRIVERS\, followed by a filename, then all the installed drivers are in this folder. Copy the folder to a CD. After you have reinstalled Windows, copy the files from this folder on the CD to the Drivers folder on the hard disk.

Alternatively, if Vlad wants to keep all his program settings, he could use the Files and Settings Transfer Wizard. This is a Windows utility that lets you copy settings from one computer to another. It's useful for transferring the settings for such things as the way you've set up Internet Explorer and Outlook Express, your desktop settings and your dial-up connection settings. You can also set this to copy folders you specify. Choose to include the C:\WINDOWS\system32\DRIVERS folder.

The wizard will make a copy of the settings and files on a floppy disk or CD or another computer on a network. After reinstalling Windows, you can run this utility again and have it restore your settings.

#### Rats, it's too late for that now. How can Ivan tell whether missing drivers are the problem?

If Ivan looks in the Control Panel on Uncle Vlad's computer under Start, Control Panel, he'll see an item called System. Double-click that then select the tab called Hardware, and this should have a choice called Device Manager. If Ivan clicks on Device Manager and looks down the list of devices, he'll find a section called Modems. If there's a problem recognising the modem, it will appear with a question mark beside it.

The same thing applies to the other devices that aren't working. In fact, there's a special section in the Device Manager list called Problem Devices, where Ivan can see all the bits of the computer with which Windows is having difficulties.

#### Ivan can see various devices that Windows is having problems with, so now what?

First, Ivan needs to find out as much as he can about the manufacturer and the type of device – the model number of the modem, for example. Then it's worth trying to reinstall the driver. If Uncle Vlad can find the original CD that came with the modem, the drivers should be on that. Alternatively, Ivan might be able to find a suitable driver on his Windows CD. He could try a generic driver that might get the modem up and running. If not, he'll need to download the drivers from the manufacturer's website. This is a bit of a catch-22 if the modem is his only link to the internet.

That's fine for some of the things that aren't working, but Ivan can't see who makes certain devices, or what the model name or number is. What should he do?



Take a good look at the device. It may well have more details on a sticker saying who made it and what model it is. Most computer equipment also has what is known as a Federal Communications Commission (FCC) ID number. This is printed on the device and starts with the letters FCC ID. After this, there is a three-digit company code followed by a 14-digit product code. If Ivan checks the FCC site at [www.fcc.gov/oet/fccid](http://www.fcc.gov/oet/fccid) he should be able to find the manufacturer's name and the product code, and a search on the manufacturer's site will hopefully unearth the driver.

**Ivan has managed to find the manufacturer. Unfortunately, the company has gone out of business and no longer exists. Where can he get a driver?**

There are various driver sites on the internet where Ivan should be able to find a suitable driver that he can download and install. Ivan could try [www.driverzone.com](http://www.driverzone.com), [www.driverguide.com](http://www.driverguide.com), [www.windrivers.com](http://www.windrivers.com), [www.mr-driver.com](http://www.mr-driver.com) and [www.winfiles.com](http://www.winfiles.com). He could also try searching on Google using a search phrase such as 'modem driver obscurecompany', where obscurecompany is replaced by the name of the company that made the driver; this should unearth some useful choices.

**Ivan isn't a particularly happy man. He's done lots of work and has managed to find about half the drivers so far. Still, he thinks he'll be able to get Uncle Vlad's computer back up and running eventually. Once he's done that, he's going to burn all the drivers he has found to a CD, including any downloads he made while fixing the PC. He'll also make a files and settings transfer disc for Uncle Vlad's computer, and put it in his 'Discs not to be thrown away' box, suitably labelled. That way, if the old fool does something like this again, Ivan stands a decent chance of staying sane.** ☹

# Nigel Knowitall

If you want to get something done using software but are unsure how to do it, fear not — help is at hand from our resident expert, Nigel Knowitall



## HOW DO I PRINT HTML HELP FILES IN WORD ON A SINGLE SHEET OF PAPER?

**Q** Software packages, such as the photo-editing software supplied with digital cameras, often come without a written manual. Consequently one has to rely on the software's Help function to find out how to use the software.

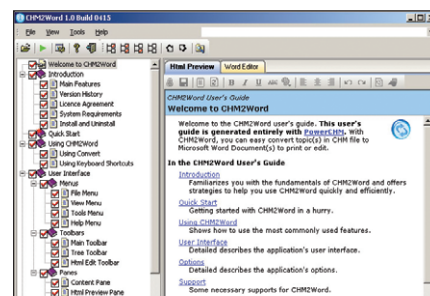
I find it useful to print this information but, as many of the instructions for individual topics are only two or three lines long, I am faced with a lot of sheets of paper with large blank spaces on them. Is there any way to position each item of text so that I can fill each page with a number of topics, as one can with text printed in Microsoft Word?

Fred Jones

**A** Many Help files are stored in a compiled HTML format called CHM. If you use Microsoft's built-in HTML Help Viewer program, which is the default option, you will most certainly have problems printing more than one topic at a time, and end up with one topic printed per page. This will waste lots of paper and can lead to a lot of time being wasted as you print individual topics.

Luckily there is a shareware package designed to solve this problem. CHM2Word is available from [www.chm2word.com](http://www.chm2word.com) and it lets you choose which topics you want using a checklist of those available in the CHM file. It will convert these to a Word file that is compatible with Word 2000 or above. The free download will let you convert up to 10 topics within a file. If you want to edit the file, you can

save it only five times. The price for the unrestricted, full version of CHM2Word is approximately \$25 (around £14).



CHM2Word provides a way for you to convert the Help files you find relevant into Word documents for printing

## HOW DO I CREATE TYPING SHORTCUTS IN WORD 2003?

**Q** In the good old days of WordStar and MS-DOS, I could create shortcuts to type a word or a short piece of text automatically. For example, pressing Alt-D could insert 'Dear Sir' plus two blank lines. However, I cannot find a way to do it in Microsoft Windows XP using Word 2003. Can you help me?

Don Avery

**A** There are several ways to do this. Word's preferred solution is to use AutoText entries, but these aren't suited to people who learned to use key combinations before Windows and GUIs came along. Still, there are a couple of ways to define a block of text as an AutoText entry and insert it automatically.

If you turn on Word's AutoComplete facility using Tools, AutoCorrect Options, AutoText and

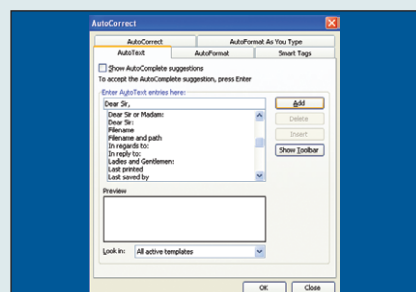
Show AutoComplete suggestions, you'll find when you start to type an entry in your AutoText list, the full version of what Word thinks you want to type appears above your text. If you press the Enter key, this is inserted into your document. Before using this facility, though, you should go to the AutoText list and delete all the annoying Americanisms such as 'Dear Morn' and 'Dad, Cordially'.

If you don't want to have incorrect suggestions appear while you're typing, you can insert AutoText manually by choosing Insert, AutoText. From there, you can pick from a list of entries or work your way down through AutoText entry types.

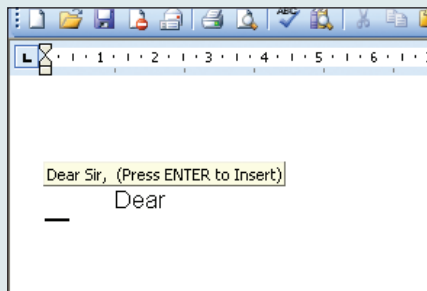
However, none of this is as quick as pressing Alt-D. If you prefer to use key combinations, one way is to record macros for the text. For example, you could record a macro, assign it the key combination Alt-D, and when the macro recorder appears type Dear Sir followed by two returns.

Almost as quick is to use Word's AutoCorrect options. This feature is mainly used to correct spelling mistakes, but you can also use it as a quick and easy way of entering strings of text. You could set up an AutoCorrect option such as ds followed by a comma that is replaced by the 'Dear Sir' text.

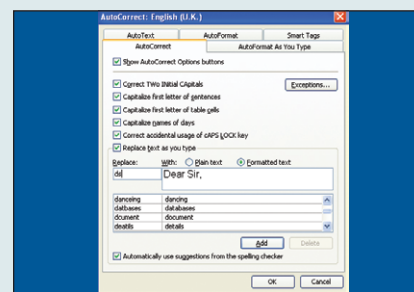
If you want the two carriage returns in your AutoCorrect entry, type the text you'd like to insert quickly, such as 'Dear Sir', followed by two carriage returns. Select the text and the blank lines, and copy it to the Clipboard. As an old WordStar user, you'll be aware that you can do this using Ctrl-C. With the text still highlighted, choose Tools, AutoCorrect Options. The AutoCorrect list should appear with the 'Dear Sir' text and the two blank lines already in the right-hand part of the window. You can enter your text to replace in the left-hand side.



Setting up AutoText entries can make creating documents faster



You can also use AutoCorrect to automatically replace a codeword for a phrase with the entire phrase



AutoText entries appear as you type the beginning of the word or phrase



## QUERY ABOUT NEW DATABASE QUERY

**Q** I use Excel 2000 SP3 and Windows XP Home Edition. When I go to Data, Get External Data, Run Saved Query, I can import data from an Access database into an Excel worksheet. When I go to Data, Get External Data, New Database Query, however, I'm unsuccessful. After a delay, a message appears to tell me that MS Query is not installed. This is the message:

"Microsoft Excel  
Microsoft Query could not be started because it isn't installed. You can install Query by running the installation program you used to install Office or Excel. The Query option is in the Office Tools category."

However, MSQR32.EXE is in the Office folder and I have reinstalled it by renaming it .old and running the Add/Remove facility in the Office installer but to no avail. I have also installed the complete set of Office Tools without any change in the above-mentioned behaviour. When I select only MS Query for installation, there is no response. I have run Detect and Repair twice, but with no change.

I searched the Microsoft Knowledge Base and found an article that refers to this problem occurring in Microsoft Excel 98 Macintosh Edition. I have tried the resolutions but with no success. The article suggested running MSQuery by double-clicking on the file MSQR32.EXE, but apart from the display blinking MS Query does not open.

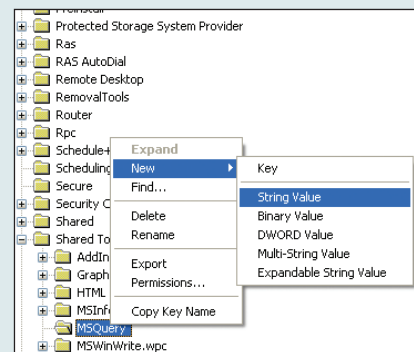
Task Manager doesn't show that it is running in either applications or processes views. It seems to me that as a Saved Query can be run, MS Query must be installed, and some other element that Excel, Query and Access need for a New Database Query is either absent or not available.

Malcolm Walker

**A** There are a couple of possibilities worth checking. The first involves interactions between Office and Visual Studio. Visual Studio Enterprise Edition installs its own versions of the files used by Microsoft Query. In certain versions, these are incompatible with Office. You say you've tried removing and reinstalling msqry32.exe, but it's also worth removing and reinstalling qryint32.dll. On a test computer, this was located in \Program Files\Microsoft Office\Office\1033, but we suggest you search your entire hard disk to see if other versions are lurking.

Another possible solution requires you to check the System Registry. This task should be approached with care, as editing the Registry can cause major problems if you get it wrong. Back it up by creating a Restore Point in System Restore. Alternatively, type Regedit in the Run command, which is available from the Start menu. Once the Registry is displayed, right-click on the My Computer icon and choose Export.

You need to check that the msqry32.exe file has an entry in the Registry, along with its location. If it hasn't, this can cause the problem you describe. See if there's an entry at HKey\_Local\_machine\



Check the Registry to ensure that MSQuery has the correct entries

software\Microsoft\Shared Tools\MSQuery. Inside this folder, there should be two further entries. The one called (Default) shouldn't have a value set; the one called Path should show the folder in which the file msqry32.exe is stored. Sometimes this value is not defined or is not set correctly, which can cause the problem you describe.

If you don't have the Path entry defined, you can create it yourself. To do this, put your cursor on the MSQuery entry, right-click and pick New, String Value from the options offered. You can define the name for the new entry. Once you've called it Path, you can enter the location of msqry32.exe by right-clicking on the new entry and selecting Modify.

You could also check whether you have multiple copies of Office or a copy of Microsoft Works installed. Office can become confused over which version of Microsoft Query it should be using under these circumstances.

## EXCEL NUMBER PROGRESSION IS SUCH A DRAG

**Q** I hope you can help me with an Excel problem that I just can't seem to solve. In the first cell, I have 60000z00. In the next cell down, I have 60001z00. I wish to drag downwards so I then get 60002z00, 60003z00 and so on. The progression should be made on the 6000X number and not the z00 number.

Andrew MacIntosh

**A** There are various ways to achieve this, though I haven't managed to do it as a single operation. One method is to use a column, such as column A, in which you have the 60000, 60001, and so on. You could then set column B to hold A1&"z00", A2&"z00". If you fill the two columns downwards, you get the references you want in column B. If you want to have cells containing just the values, rather than the formulae, you can select column B. Use Edit, Copy, followed by Edit, Paste Special and Values, after which you can delete column A.

The next method is perhaps a little bit harder to follow, but it achieves a similar result in fewer stages. In the first cell, where you want to begin the number progression, enter the following formula:

=Text(Row(A1)-1,"60000")&"z00"

This function uses the Row function. Row returns the row number of the cell or range that is passed to it. So because cell A1 is in the first row of a worksheet, Row(A1) returns 1 and Row(A1)-1 gives 0. The Text function takes a value and converts it to text. This is the same as opening the Format Cells dialog box, choosing Number and then Custom in the Category box.

There isn't a built-in category in the Custom options list for numbers that start 60000, but if you try entering a format code of 60000 for a cell containing a value such as 3, you'll see that the value in that cell will be formatted and displayed as 60003. So if you have:

=Text(3,"60000")

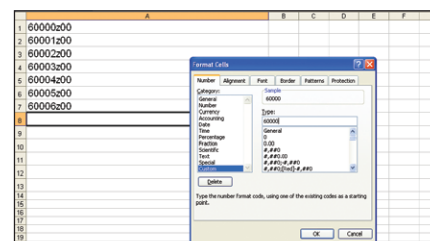
The cell would display 60003. We want the values to start with 60000, so our formula takes the row number of row 1, subtracts 1 from it, and formats it as text using the custom 60000 format. We then add "z00" at the end. The first cell thus has the full formula:

=Text(Row(A1)-1,"60000")&"z00"

If you drag this formula down the whole of the rest of your column, you can convert the formula into text using Edit, Copy, followed by Edit, Paste Special and Values, just as in the previous method.

| SUM | =TEXT(ROW(A1)-1,"60000")&"z00" |
|-----|--------------------------------|
|     | TEXT(value, format_text)       |
| 1   | =TEXT(ROW(A1)-1,"60000")&"z00" |
| 2   | 60001z00                       |
| 3   | 60002z00                       |
| 4   | 60003z00                       |
| 5   | 60004z00                       |
| 6   | 60005z00                       |
| 7   | 60006z00                       |

Use Excel's Text function for unusual number formats



You can use a similar technique to set the appearance of numbers using Format Cells

## CONTACT

**NIGEL KNOWITALL**

If you want to get something done with software ask the expert, Nigel Knowitall

nigel@computershopper.co.uk